

# **Euronext Customer Technical Support Organisation**



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# CTS responsibilities

- **Euronext Customer Technical Support (CTS) is the single point of contact for all technical related matters experienced by members and ISVs on the Euronext cash markets** including the administration of customer access means and Euronext central systems.
- CTS' main responsibilities are:
  - **CTS Helpdesk**, which is open from 06:00 to 21:00 CET, provides customers with the first level of technical support on Euronext's production platform and test platform. CTS Helpdesk monitors, on a technical level, Euronext central systems and core network with our IT providers.
  - **CTS Expertise** is in charge of assisting members and ISVs with their software development, and provides customers with level two support on incidents escalated by CTS Helpdesk.
  - **CTS Operations** manages with Euronext IT providers the roll-out and configuration of customer access means. CTS Operations is in charge of centralising and controlling the change management process on Euronext central systems which is technically performed by our IT providers.

# CTS organisation (1)

- The CTS structure comprises 3 divisions consisting of a Helpdesk division, backed by an Expertise division and an Operations division.



# CTS organisation (2)

## CTS Helpdesk

- Member and ISV level 1 technical support
- Supervision of the test and production systems
- Operational and technical communication

## CTS Expertise

- Diagnosis / resolution of level 2 incidents
- Management and follow-up of incidents
- Assistance to client software development (members and ISVs) and validation of clients' access solutions

## CTS Operations

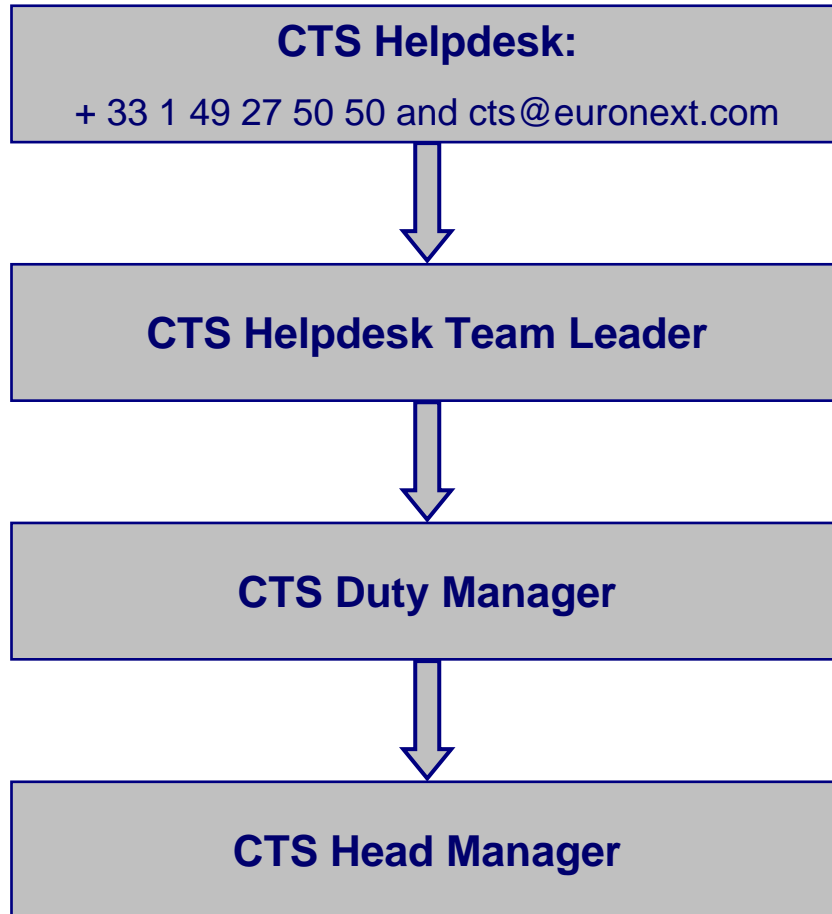
- Coordination and follow-up of customer access means deployments with our IT providers
- Management of customer access means configurations
- Euronext systems configuration and systems change management co-ordination on the test and production environments

# CTS escalation procedure for technical incidents

- If need be, customers experiencing technical difficulties may escalate such issues to CTS management as described in the Euronext escalation procedure for technical incidents below:
  - The customer should contact the CTS Helpdesk (+33 1 49 27 50 50 or [cts@euronext.com](mailto:cts@euronext.com)). A CTS technician will analyse the difficulty and give the customer a reference number. This reference number will be used to follow up and track the incident.
  - In the case of a major incident (impacting the customer's business directly), if no corrective action or solution has been found within a reasonable delay, the customer may request to be put in contact with: the CTS Helpdesk Team Leader, the CTS manager on duty and the CTS head manager.
  - Please find a diagram of the appropriate escalation route on the following page.

# CTS escalation procedure for technical incidents: escalation route diagram

- For the resolution of technical issues, please use the contact details and escalation route hereafter.
- For a detailed description of this escalation procedure please refer to the previous page.
- To track progress of the resolution of technical issues please make sure that you make a note of the customer reference number that has been given to you.



# Appendix: CTS general information

- **CTS opening hours**
  - From Monday to Friday 05:00 to 20:00 GMT (06:00 to 21:00 CET)
- **CTS phone numbers**
  - CTS Helpdesk: +33 (0) 1 49 27 50 50
  - CTS Operations: +33 (0) 1 49 27 50 80
- **CTS fax numbers**
  - CTS Helpdesk: +33 (0) 1 49 27 50 55
  - CTS Operations: +33 (0) 1 49 27 50 85
- **CTS email addresses**
  - [cts@euronext.com](mailto:cts@euronext.com)
  - [cts.operations@euronext.com](mailto:cts.operations@euronext.com)

